

## Hawaii County Wireless E9-1-1 Status Report January 1, 2010 – January 31, 2010

### • PSAP Operations

#### 9-1-1 Call Volume – January 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,574	4,293	40.6%	6,279	59.4%

(\*) Totals are based on calls to primary PSAP.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
<b>TOTAL YTD</b>	<b>10,574</b>	<b>4,293</b>	<b>40.6%</b>	<b>6,279</b>	<b>59.4%</b>	<b>2</b>	<b>0.0%</b>	<b>1,146</b>	<b>10.8%</b>
<b>AVG PER MO</b>	<b>10,574</b>	<b>4,293</b>		<b>6,279</b>		<b>2</b>		<b>1,146</b>	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.							

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
<b>TOTAL YTD</b>	<b>2,000</b>	<b>971</b>	<b>48.6%</b>	<b>22.6%</b>	<b>1,027</b>	<b>51.4%</b>	<b>16.4%</b>	<b>2</b>	<b>0.1%</b>	<b>47</b>	<b>2.4%</b>
<b>AVG PER MO</b>	<b>2,000</b>	<b>971</b>			<b>1,027</b>			<b>2</b>		<b>47</b>	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.									

#### Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

## Hawaii County Wireless E9-1-1 Status Report January 1, 2010 – January 31, 2010

### • PSAP Operations (continued)

#### Wireless Test – January 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
1/14/10	Sprint	1	3	Hawaii PSAP/ Akimeka

- 01/01/10 - Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.
- No further updates provided with an estimated clearing date since the last month's report.
- 01/06/10 - Ongoing Akimeka personnel distributed an update and hearing notices to the Neighbor Island PSAPs regarding bills pertaining to 9-1-1. Current pending legislation is SB2620 and HB2274 - Independent Audit, SB2695 and HB2542 - Transfer of Non-General Funds, SB2769 - Emerging Technologies, and HB2698 - Broadband.
- 01/07/10 - 01/11/10 Akimeka personnel distributed a news article to the Neighbor Island PSAPs which involved 9-1-1 dispatchers featured on the Today Show. The news clip outlined a medical call where the dispatcher did not provide medical instructions. The National Emergency Numbering Association (NENA) provided a response in support of the dispatcher given the circumstances and included further clarification of the 9-1-1 system and process.
- 01/12/10 Akimeka personnel distributed meeting information to the Neighbor Island PSAPs regarding the January 28th NENA Governmental Teleconference.
- 01/12/10 Akimeka personnel provided the Neighbor Island PSAPs with an update regarding the Call Detail Report (CDR) issue, which was pending a response from Hawaiian Telcom, Inc. (HTI).
- 01/14/10 - Ongoing Akimeka personnel contacted Mary Ann Adams of OnStar regarding recent letters received about OnStar's consent and testing. OnStar is investigating whether consent forms had already been received.
- In the meantime, Akimeka's personnel continued to work with Intrado and OnStar to add specific vehicle information on the incoming data. Sergeant Travis Ing volunteered to test OnStar from his personal vehicle.
- 01/14/10 Akimeka personnel assisted the Hawaii County PSAP in filing a FTC and "Do Not Call" registry complaint on a telemarketer calling 9-1-1 using a remote call forwarding number.
- 01/19/10 Akimeka personnel continues to address the Abandoned call statistics.

## Hawaii County Wireless E9-1-1 Status Report January 1, 2010 – January 31, 2010

### • PSAP Operations (continued)

- 01/28/10 Akimeka personnel participated in the monthly NENA Governmental conference call.
- 01/29/10 Akimeka personnel worked with Stephen Douglass of HTI regarding the scheduled maintenance planned on the ALI servers. Updates were provided to the Neighbor Island PSAPs accordingly.

### • MSAG

#### Current Month – January 2010

									(a)	(b)	
2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	232	192	61	18	35	59	19	114	40	0	0
Revised categories and report format changes effective April 2009.											

A total of 232 transactions were made on the MSAG database according to centerlines and addresses provided by the County. See attached spreadsheet for a detailed description of changes and additions. Many other records were evaluated for updates but haven't been changed.

Since August 2009, a review of all MSAG records under the communities of Kapa`au, Hawi, Pā`auhau, O`ōkala, and Laupāhoehoe have been performed, with Pa`auilo completed and Honoka`a currently about 40% complete.

All suspended transactions were cleared and there were no records in Suspended status as of October 31, 2009. This is a significant improvement compared to the end of September 2009, where 51 transactions were under Suspended status with 121 customers affected.

During January 2010, a total of 80 MSAG records were reviewed for the community of Paauilo; 114 customer ANI/ALI records were corrected as a direct result of the 192 change requests made to the MSAG database; and 40 ALI Discrepancy reports were submitted to 911Net.

***There are no records in Suspended status as of January 31, 2010.***

## Hawaii County Wireless E9-1-1 Status Report January 1, 2010 – January 31, 2010

- MSAG (continued)**

### Year-to-Date (YTD) Summary – 2010

HAWAII		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2010	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	232	192	61	18	35	59	19	114	40	0	0
<b>TOTAL YTD</b>	<b>232</b>	<b>192</b>	<b>61</b>	<b>18</b>	<b>35</b>	<b>59</b>	<b>19</b>	<b>114</b>	<b>40</b>		
<b>AVG PER MO</b>	<b>232</b>	<b>192</b>	<b>61</b>	<b>18</b>	<b>35</b>	<b>59</b>	<b>19</b>	<b>114</b>	<b>40</b>		

(\*) Applies to Change, Delete and Insert categories

**Notes:** Revised categories and report format changes effective April 2009.

<b>Definitions:</b>	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

- Mapping Layers Updated/Loaded Into GIS – January 2010**

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers				
			01/29/10	
	01/19/10			Added VZW towers per CRSS
Street Centerline				
			01/29/10	
	01/28/10			
	01/27/10			
	01/26/10			
	01/25/10			
	01/21/10			
	01/20/10			

## Hawaii County Wireless E9-1-1 Status Report

### January 1, 2010 – January 31, 2010

- Mapping Layers Updated/Loaded Into GIS – January 2010**  
(continued)

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Address Points				
	01/29/10		01/29/10	
	01/28/10			
	01/26/10			
	01/25/10			
Psuedo Address Points				
			01/29/10	
	01/28/10			
	01/26/10			
	01/15/10			
	01/12/10			
Parcels	01/08/10			
	01/06/10			
Churches				
Coastal Names	01/29/10			
Communities				
	01/28/10			
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
	01/29/10		01/29/10	
	01/28/10			
	01/27/10			
	01/26/10			
	01/25/10			
	01/21/10			
	01/20/10			

(\*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

## Hawaii County Wireless E9-1-1 Status Report

### January 1, 2010 – January 31, 2010

- Mapping Layers Updated/Loaded Into GIS – January 2010**  
(continued)

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Fire Stations	01/29/10			
Food & Beverage				
Hospitals	01/29/10			
Hotels				
Milepost Markers				
National and State Parks				
Ocean Rescue				
Points of Interest	01/29/10			
Police Beat Boundaries				
Police District				
Police ESZ			01/29/10	
Police Stations	01/29/10			
Post Office				
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

(\*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

## Hawaii County Wireless E9-1-1 Status Report January 1, 2010 – January 31, 2010

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- **Mapping Layers Updated/Loaded Into GIS – January 2010  
(continued)**

<u>Note:</u>	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
	Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.
	For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer.

### Current Month GIS Activities – January 2010

- 01/21/10 Akimeka GIS personnel created an ArcReader Map to assist the Hawaii County Fire Department and Akimeka to verify changes made to the Fire ESZ layer.
- 01/22/10 Akimeka GIS personnel worked with Hawaii County Fire Dispatchers to re-draw the ESZ boundaries to meet Intergraph's CAD requirements.
- 01/27/10 Akimeka GIS personnel contacted Positron to coordinate the delivery of PowerMap's software update. The software along with a users manual and documentation describing the differences between the current version and the new version will be delivered to Akimeka.

## Hawaii County Wireless E9-1-1 Status Report January 1, 2010 – January 31, 2010

### • Service Requests Transactions

#### Open Service Requests – January 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
1	01/08/10	127	<u>Incorrect Displayed Information:</u> TN = 808/325-4000; No Name Listed	MSAG - ANI/ALI Discrepancy	Low	Pending update by Intrado with corrected information.
2	01/25/10	136	<u>Incorrect Address:</u> TN = 808/966-4455	MSAG - ANI/ALI Discrepancy	Normal	Request to update record sent; correction pending.
3	01/25/10	137	<u>Incorrect Address:</u> TN = 808/322-5226	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
4	01/25/10	138	<u>Incorrect Address:</u> TN = 808/967-7209	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
5	01/25/10	139	<u>Incorrect Address:</u> TN = 808/315-7619	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
6	01/25/10	140	<u>Incorrect Address:</u> TN = 808/982-5552	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
7	01/25/10	141	<u>Incorrect Address:</u> TN = 808/982-6616	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
8	01/25/10	142	<u>Incorrect Address:</u> TN = 808/963-6177	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
9	01/25/10	143	<u>Incorrect Address:</u> TN = 808/775-0145	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
10	01/25/10	144	<u>Incorrect Address:</u> TN = 808/982-6944	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
11	01/25/10	145	<u>Incorrect Address:</u> TN = 808/322-9827	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
12	01/25/10	146	<u>Incorrect Address:</u> TN = 808/929-8215	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.

#### Year-to-Date (YTD) Summary – 2010

HAWAII				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	23	11	12	0	0	23	11	0	0	0	0
<b>TOTAL</b>	<b>23</b>	<b>11</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>23</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<u>Note:</u> Open Service Requests reflect what is in pending status at the end of the report month.											

<b>Definitions:</b>	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions